PRV – Outreach Provider Training

Purpose:
The purpose of this procedure is to provide provider training including transition training to the IME, annual statewide training, and one-on-one training as needed.

Identification of Roles:
Education and Outreach staff

Performance Standards:
1. Provide the annual training plan to the Department of Human Services (DHS) by March 1 of each calendar year of the contract. Provide requested corrections within ten (10) business days of receipt of comments by DHS. Provide quarterly updates within ten (10) business days from the end of the quarter.

2. For each training session or individual provider visit, present a report to DHS within ten (10) business days of the session or provider visit.

Path of Business Procedure:

Step 1: Develop training dates and seminar topics
   a. Develop for each of the eight service areas based on input from the IME Units and DHS Policy Staff, scripts, and training materials. Training issues include Medicaid program policies, procedures, and billing requirements.

Step 2: Submit to DHS for review.
   a. Materials and training schedule are submitted to DHS for review which allows DHS to schedule presentations at the training sessions as needed.

Step 3: Is correction needed on materials?
   a. All requested corrections from DHS are updated within ten (10) business days of receipt.

Step 4: Update corrections from DHS within 10 days.
   a. Materials and training schedule changes from DHS are updated and submitted to DHS for final approval.

Step 5: Final review and approval.

Step 6: Upon request from DHS, specialized training will be conducted for DHS staff.

Step 7: Invitation mailed to providers.
   a. Letters are sent to providers inviting them to training session.

Step 8: Training Requests documented on spreadsheet
    a. Training requests are documented on a spreadsheet in order to track provider registration requests.

Step 9: Conduct formal statewide training
    a. Conduct training in adherence with schedule approved by DHS staff

Step 10: Report is presented to DHS within ten (10) business days of the session or provider visit.
    a. The report from the training includes the invitees, the number of attendees at each location by provider type and the areas the areas of provider concern. The report also includes a narrative for all group and individual sessions. Individual training sessions with providers include a complete description of the problem, the topics covered, resolution to the problem, and any prescription for follow-up. All reporting formats are subject to change at the request of DHS.

Step 11: Annual statewide training schedules will be developed and submitted to DHS for review by March 1 of each calendar year.
    a. Quarterly updates are provided to DHS within ten (10) business days from the end of the quarter.

Step 12: Formal annual training will include eight services areas across the State and include:
    a. Sioux City
    b. Council Bluffs
    c. Fort Dodge
    d. Des Moines
    e. Davenport/Bettendorf
    f. Ottumwa
    g. Cedar Rapids
    h. Waterloo

Step 13: Ongoing training includes:
    a. Billing errors
    b. Policy issues
    c. Billing software support
    d. Changes to billing practices

Step 14: One –on- One training upon request
    a. One-on-one issue-specific training to individual providers is available upon request of the provider, DHS, or the Provider Services contractor. All visits are documented in the providers' file, with a copy to DHS.

Step 15: Ongoing recruitment and training
    a. Available for MediPASS providers, Health Maintenance Organization (HMO) providers, and other Medicaid providers with managed care questions is part of the provider-training plan.

Step 16: Master On-line List
    a. A master online list documents all group and individual provider training seminars, which record invitees and attendance at each session.

Forms/Reports:

N/A

RFP References:

6.4.5.3.a

Interfaces:

Department of Human Services (DHS)

Attachments:

Process Map

PROVIDER TRAINING

Outreach and Education	DHS	Account Manager

Develop training dates and seminar topics.
1

Submit to DHS for review and changes.
2

Is Correction needed on materials?
3

No

Yes

Update corrections from DHS within 10 days.
4

Final review and approval.
5

Specialized training conducted for DHS staff.
6

Invitation mail to provider.
7

Training requests documented on spreadsheet.
8

Conduct formal statewide training.
9

Report presented to DHS within 10 days.
10

Annual statewide training schedules developed and submitted.
11

Formal Training.
12

Ongoing training.
13

One on One training upon request.
14

Ongoing recruitment and training.
15

Master online list documents all group and individual provider training seminars.
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